

## **VOLUNTEER TRANSPORTATION**

### **1.0 SERVICE DEFINITION**

- 1.1 Medical and health related transportation provided by a volunteer driver, or when a volunteer is not available, by alternate means of transportation such as a bus or paratransit.

### **2.0 SERVICE UNIT**

- 2.1 One –way trip to one destination for one consumer.
- 2.2 If more than one consumer is transported at the same time, then one unit of service is provided for each person.
- 2.3 If the consumer's trip includes multiple destinations such as doctor's office, pharmacy and then home, three units of service have been provided (home-doctor's office, doctor's office-pharmacy, pharmacy-home).

### **3.0 SERVICE AREA**

- 3.1 Volunteer transportation services are available to all eligible residents of the State of Delaware, subject to availability of resources and applicable service priorities.
- 3.2 Providers of volunteer transportation services are permitted to apply to serve sub-areas within the state.

### **4.0 LOCATION OF SERVICE DELIVERY**

- 4.1 The volunteer transportation program provides a ride for the client to the location of the health-related service(s) and back.

### **5.0 ELIGIBILITY**

- 5.1 Volunteer transportation services are available to all eligible persons in Delaware who are 60 years of age or older.
- 5.2 In addition, the following criteria shall be met:
  - 5.2.1 Transportation is not available through the individual's immediate household.
  - 5.2.2 The individual has no reasonable access to public transportation.
  - 5.2.3 The destination must be medical or health related
- 5.3 Priority shall be given to:
  - 5.3.1 Low-income/low-income minorities
  - 5.3.2 Older individuals with limited English proficiency
  - 5.3.3 Older individuals living in rural areas.
- 5.4 All clients must be ambulatory to the point that only minor assistance is needed by the older person in entering and leaving the vehicle provided by the volunteer.

## **6.0 SERVICE STANDARDS**

- 6.1 Volunteer transportation services must meet or exceed the standards listed below:
  - 6.1.1 At a minimum, service must be available between the hours of 8:00 AM and 4:00 PM.
  - 6.1.2 All volunteer driver's must be properly licensed and insured
  - 6.1.3 The volunteer's vehicle must be safe and in good repair
  - 6.1.4 Background driving record checks must be conducted on all volunteers
  - 6.1.5 The program recruits volunteers, receives calls from interested seniors, and then coordinates rides for the participants.
  - 6.1.6 Basic information regarding the client is obtained to assess their need for service and eligibility.
- 6.2 **Allowable Services**
  - 6.2.1 Volunteer recruitment, training, and recognition
  - 6.2.2 Receiving requests for transportation
  - 6.2.3 Determination of need and eligibility
  - 6.2.4 Scheduling of volunteers/transportation
  - 6.2.5 Transportation to medical/health related destinations
  - 6.2.6 Door to door assistance
    - 6.2.6.1 Escorts may accompany and remain with the client in medical destination facility such as a doctor's office
  - 6.2.7 Paratransit bus tickets may also be provided for clients needing dialysis treatment.
  - 6.2.8 Alternate forms of transportation, such as a bus, may be used when a volunteer driver is not available.
    - 6.2.8.1 Provider should aim to use alternative forms of transportation on a limited basis.
- 6.3 **Prohibited Services**
  - 6.3.1 Volunteer transportation may not include any of the following components:
    - 6.3.1.1 Transportation non-residents of Delaware.
    - 6.3.1.2 Transportation individuals to social, recreational, or other events not related to medical or health services.
    - 6.3.1.3 Subcontracting with another agency for transportation services without prior approval
    - 6.3.1.4 Transportation is not provided by volunteers when specialized transportation is needed or when other means of transportation can be used
    - 6.3.1.5 Use of volunteers without background and driving record checks

#### **6.4 Staff requirements**

- 6.4.1 The program manager must be qualified, either by training or experience, in volunteer recruitment, training, and supervision
- 6.4.2 Volunteers should be trained in:
  - 6.4.2.1 Effective methods for communicating and working with older individuals and older individuals with disabilities
  - 6.4.2.2 Procedures to safely assist client in and out of vehicle
  - 6.4.2.3 Emergency procedures
  - 6.4.2.4 Changes in policy and procedure

#### **7.0 WAITING LISTS**

- 7.1 When the demand for a service exceeds the ability to provide the service, a waiting list is required. Applicants will be placed on the waiting list until services can be provided, or until services are no longer desired by the applicant. The waiting list must be managed in accordance with DSAAPD policy X-K, Client Waiting List.
- 7.2 In each case, the reason for the selection of an individual ahead of others on the waiting list must be documented (e.g. in writing and available for review).

#### **8.0 INVOICING REQUIREMENTS**

- 8.1 The provider shall invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy X-Q.
- 8.2 The following information will also be included on the invoices:
  - 8.2.1 Client legal name
  - 8.2.2 Total number of Service Units per client
  - 8.2.3 Total number of Service Units per transportation type (e.i. Paratransit, bus, volunteer)
  - 8.2.4 Total DSAAPD Funds expended.

#### **9.0 DONATIONS**

- 9.1 Clients, family members, and/or caretakers must be informed of the cost of providing transportation service(s), and must be offered the opportunity to make voluntary contributions to help defray the cost, thereby making additional service available to others.
- 9.2 With regard to voluntary contributions, providers must have procedures in place to:
  - 9.2.1 Inform clients, family members and/or caregivers of the cost of providing services, and offer them the opportunity to make voluntary contributions.
  - 9.2.2 Protect clients' privacy with respect to contributions
  - 9.2.3 Safeguard and account for all donations
  - 9.2.4 Use the contributions to expand services
  - 9.2.5 Keep participant records in a secure location to protect participant confidentiality.

**TITLE III-B VOLUNTEER TRANSPORTATION SERVICES**  
**PLANNED SERVICE UNITS AND PROPOSED OBJECTIVES**

**GRANTEE / AGENCY NAME:** \_\_\_\_\_

**PROGRAM NAME:** \_\_\_\_\_

<b>PLANNED SERVICE UNITS:</b>	<b>1ST QTR</b>	<b>2ND QTR</b>	<b>3RD QTR</b>	<b>4TH QTR</b>	<b>TOTAL</b>
1. Number of unduplicated clients to be served by program.					
2. Number of clients assessed for the service (including those not admitted).					
3. Number of volunteer drivers recruited.					
4. Number of Outreach Activity Events					
5. Number of One-Way NCC Bus Trips.					
6. Number of One-Way PARATRANSIT trips.					
7. Number of Volunteer Trips					

**NOTE:** The above projections (goals) are compared with actual statistics on the Service Objectives Status Form, which is Page 2 of the Quarterly Program Performance Report.